

This is Your City of Muskegon

**A Citizen's Handbook
Third Edition**

Muskegon is a city with a rich history and strong sense of community. You will find that Muskegon's high level of services, recreational opportunities and spectacular shoreline provide a high quality of life. Part of understanding the community means having to quickly learn about local rules that impact your daily life. This information packet is provided to help you become familiar with our services *and* to be a good neighbor. Remember, quality neighborhoods benefit everyone by keeping our City an attractive, clean and safe place to visit, work, live and raise families.



Following is information on some of our most common questions--or sources of complaints. Please become familiar with this booklet and call if you have any questions. City Hall is located downtown, at 933 Terrace, 49440, adjacent to the Police Station and across from the Central Fire Station. Terrace, Apple, Jefferson and Muskegon Avenues surround the block housing City Hall. **For more information** visit City Hall, call any of the City offices listed inside, or get online with one of the City of Muskegon's Website addresses:

www.ci.muskegon.mi.us or www.shorelinecity.com

www.muskegonpolice.com will connect you directly with the Police Department

GOMUSKEGON.NET will connect you with area youth activity schedules

September 24, 2004 (Please discard previous versions)

Any corrections or recommended changes to this booklet?

Please call the Planning Department at 724-6702 or email your comments to hope.griffith@postman.org

Table of Contents

City Commissioners	3
City Departments	3
Getting Involved	4
Active Citizen Boards and Commissions.....	4
Neighborhoods	5
Schools	5
Safety/Youth	5
General Information and Key City Policies	
Addressing	6
Alleys	6
Animals	6
Bicycle Registration	6
Burning	6
Junk Cars.....	6
Mowing and Yard Upkeep.....	6
Noise	7
Parking	7
Permits	7
Property Maintenance	7
Rental Units	7
Sidewalks	7
Streetlights	7
Taxes and Payments.....	7
Trees.....	8
Voting	8
Yards	8
Waste.....	8
Garbage Pick-up.....	8
Appliances.....	8
Stickers.....	9
Toters	9
Spring Clean-up	9
Leaves and Yard Waste.....	9
Recycling	9
Special Disposal Needs.....	10
Other Useful Contacts.....	11
Utilities.....	11
Misc. Governmental.....	11
Housing Programs.....	11
Human Service.....	12
County of Muskegon.....	12
Entertainment/Cultural.....	13
Health.....	13
Consumer Protection.....	14
General Educational Materials.....	15
Services Index.....	16

City Commissioners 724-6701 Meetings held at City Hall the 2nd and 4th Tuesdays at 5:30 p.m.

Steve Warmington	Mayor	Lawrence O. Spataro	Ward III
Chris Carter	Ward I	Kevin Davis	Ward IV
Clara Shepherd	Ward II	Vice Mayor Bill Larson	At Large
Stephen J. Gawron	At Large		

City Departments: City Hall, 933 Terrace, 49440. Public Works, 1350 E. Keating, 49442.

<u>Department</u>	<u>Director</u>	<u>Phone</u>
Emergency		911
Affirmative Action	Ken James	724-6703
Arson Control		1-800-44-ARSON
Assessing Office (Equalization)	Dennis Burns	724-6708
Cemetery	Larry DeCou	724-6783
Civil Service	Karen Scholle	724-6716
Clerk's Office	Gail Kundinger	724-6705
Community & Neighborhood Services (housing programs)	Wil Griffin	724-6717
Community & Economic Development	Cathy Brubaker-Clarke	724-6702
- business development		
- land use planning		
- zoning		
- weeds & trash (Environmental Services)		
Engineering	Mohammed Al-Shatel	724-6707
Finance	Tim Paul	724-6713
Fire Department	Mark Kincaid	724-6792
Forestry	Larry DeCou	724-6783
Income Tax	Kenneth Grant	724-6770
Inspections Services	Mark Kincaid	724-6715
Leisure Services		724-6704
Manager's Office	Bryon Mazade	724-6724
	Lee Slaughter, Asst. Mng	724-6724
Mayor's Office	Steve Warmington	724-6701
Police	Chief Tony Kleibecker	724-6750
Silent Observer		722-7463
Public Works	Bob Kuhn	
- streets & alley maintenance		724-4100
- water service and sewer maintenance		724-4100
- plowing		724-4100
- senior transit		724-4150
- recycling & garbage pickup		724-6908
- after-hour emergency		737-2680
Treasurer	Derrick Smith	724-6720
- water/sewer billing		724-6718
TDD (for hearing impaired)		724-4172

GETTING INVOLVED

There are many great ways to get involved with your community such as joining your neighborhood association, coaching, mentoring, volunteering with a human service organization, or serving on a citizen committee or advisory board. Look over the *Human Service* listing or call one of the following to get started:

City Advisory Boards (get an application from the City Clerk's Office)	724-6705
PALS Mentoring	720-2208
Institute for Healing Racism	777-7883
Muskegon Area Chamber of Commerce	722-3751
Volunteer Muskegon! (a clearing house for organizations in need of volunteers)	722-6600
Youth Recreation Programs (City Leisure Services)	724-6704

Active Citizen Boards and Commissions*

Assessing Board of Review - reviews property assessment rolls.
Board of Canvassers - publicly verifies election returns in elections.
Construction Board of Review - assists with interpretations of construction codes in appeals process.
Cemetery Committee - reviews policy, regulations and fees with respect to public cemetery operations.
Citizen's Police Review Board - helps investigate complaints about police conduct and procedures.
Civil Service Commission - sets policy and procedures for City personnel under the Civil Service system.
Citizen's District Council - reviews and makes recommendations on community block grant resources.
Downtown Development Authority - administers captured tax increments to reinvest in the downtown.
Election Commission - examines voting machines prior to elections.
Enterprise Community Citizen's Council - reviews use of enterprise community incentives.
Equal Opportunity Committee - monitors hiring practices in the City.
Historic District Commission - administers design guidelines for structures in designated historic districts.
Housing Board of Appeals - reviews and recommends demolition of unsafe structures.
Income Tax Board of Review - hears appeals on income tax claims.
Land Reutilization Committee - makes recommendations on the use of City-owned, tax-reverted lands.
Leisure Services Board - makes recommendations on recreation programs and park improvements.
Loan Fund Advisory Committee - reviews loan requests from the revolving loan fund.
Local Development Finance Authority - issue bonds and use tax increments to promote development.
Local Officer's Compensation Commission - recommends salaries for local elected officials.
Planning Commission - recommends land use policy and helps implement the zoning ordinance.
Tax Increment Finance Authority - financing mechanism for an area of the downtown.
Zoning Board of Appeals - hears appeals regarding the zoning ordinance.

*For more information on roles, meeting times and membership, consult the *Community Relations Index* available from the Clerk's Office.

Neighborhoods

The City is divided into 15 neighborhoods, each with its own association. The associations work with City Hall, have special social functions, and help keep a high quality of life in the City. To find out which association you should contact, call the Planning Department at **724-6702**.

NEIGHBORHOOD	MEETING PLACE	DAYS	TIME
Angell	Allen Ave Church (June- Aug)	3 rd Monday	7:00 PM
Beachwood/Bluffton	2261 Surfwood	3 rd Tuesday	5:30 PM
Campbell Field	Glenside School	3 rd Tuesday (Quarterly)	7:00 PM
East Muskegon	Cogic Community Center	2 nd Tuesday	6:00 PM
Glenside	Officers Homes (varies)	3 rd Wednesday	7:00 PM
Jackson Hill	575 Getty St.	3 rd Tuesday	6:30 PM
Lakeside	Bunker School	3 rd Wednesday	7:00 PM
Marquette	Marquette School	3 rd Tuesday	6:30 PM
Marsh Field	Moon School	3 rd Tuesday	6:30 PM
McLaughlin	Bethany Church Parish House	3 rd Monday	6:00 PM
Nelson	5 th /Mason Neighborhood Bldg.	3 rd Wednesday	6:00 PM
Nims	Laketon/Pinchtown Fire Station	4 th Thursday	7:00 PM
Oakview	Oakview Elementary School	3 rd Tuesday (Bi-monthly)	7:00 PM
Sheldon Park	1072 Roberts	3 rd Tuesday	6:30 PM
Steele	Steele School	INACTIVE	INACTIVE

Schools

<u>Muskegon Public</u>			
Administration	720-2000	Oakview Elementary	720-2450
Muskegon High	720-2800	Steele Middle	720-3000
Bluffton Elementary	720-2170		
Bunker Middle	720-2300	Western Michigan Christian	773-6502
Head Start	720-2560	Muskegon Catholic Central	755-2201
Marquette Elementary	720-2600		
McLaughlin Elementary	720-2750	M-TEC	720-2530
Moon Elementary	720-2700	Muskegon Comm. College	773-9131
Nelson Elementary	720-2200	Baker College	777-5232
Nims Elementary	720-2660		

Safety/Youth

City youth activities website GOMUSKEGON.NET

Big Brothers/Big Sisters	728-2447	Poison Control	1-800-764-7661
Children's Resource Network	728-7152	Neighborhood Watch	724-6750
Child Abuse Council	728-6410	Youth Crisis Hotline	1-800-HIT-HOME
Muskegon Family YMCA	722-9322		

U.S. Dept. of Justice www.parentingresources.ncjrs.org

National Parent Information Network www.npin.org or 1- 800-583-4135

National Clearinghouse for Alcohol and Drug Information www.health.org
1-800-729-6686 or in Spanish 877-767-8432

GENERAL INFORMATION AND KEY CITY POLICIES

Addressing: To help friends, neighbors and emergency vehicles find you, all buildings are required to have address numbers posted on the building so that numbers are visible from the street. The numbers should be at least two inches high and set on a contrasting background to make them stand out.

Alleys: Residents must help maintain alleys by trimming brush, grass and picking up refuse to the center of the alley, even if it is outside fenced areas. This includes mowing and keeping them free of garbage and lawn waste. Alleys are graded and plowed if they are on the City's maintenance schedule. You may call the Department of Public Works about alley maintenance (grading, plowing) at **724-4100**.

Environmental Inspectors will send notices and may ticket unkept areas adjacent to alleys. They may be contacted at **724-6702**.

Animals: You may have up to three adult dogs and four adult cats in the City. Both dogs and cats must be licensed, and animals may not roam. Dogs must be under your control when off your personal property. You must also clean up after your pet in public. Animal waste is to be cleaned up from yards. Ownership of livestock, wild and exotic animals is not permitted. For more information, call the Planning Department at **724-6702**, the Police Department at **724-6750**, or Animal Control at **724-6007**.

Bicycle Registration: Is required, and it's cheap and important insurance! Please register your bikes with the Police Department at **724-6750**.

Burning: Open burning of leaves and waste is not permitted. Call the Fire Department at **724-6792**.

Junk Cars: Vehicles must be licensed, operable and in good repair. The Police Department may tow inoperable or unlicensed vehicles. If you have a vehicle you need to get rid of, several salvage yards will come and get them, and sometimes pay you, if you have the title. If you do not have a title, call your local Secretary of State office. Local salvage yards include:

Sprague Auto Parts, 81 S. Getty, 726-2988

England Auto Parts, 2417 Whitehall Rd, 766-2469

Fodrocy Auto Parts 3640 Central Rd, 766-3642

You may also donate your car for a tax write-off. Again, you need the title. Call:

Cars for a Cause 1-888-448-5277

Kidney Cars Program 1- 800-488-2277

Lung Association Car Donation 1-800-577-5864 (cars must be 1990 or newer)

Mowing and yard upkeep: During the growing season, (typically April 15th – October 15th) City rules require that grass and vegetation be maintained so as to not exceed eight inches in height and grass clippings may not be in the roadway or gutter. Terrace and alley areas must also be maintained. An Environmental Inspector will take action on properties that are not maintained. The City may also have weeds, grass, etc., cut at the property owner's expense.

Please, also keep shrubs and trees trimmed back at corners to prevent traffic hazards and away from sidewalks for pedestrian safety. For more information contact Environmental Services at **724-6702**. Please do not put lawn clippings or leaves in the road, alley or gutter since they may clog storm drains, which can be costly to clear out. Call the Highway Department at **724-4100** to report dumping in the street.

Noise: The City has a noise ordinance enforced by the Police Department. The ordinance deals with excessive noise at any time of day (i.e. loud car stereos and other disruptive noise). Established quiet hours are from 11:00 p.m. to 7:00 a.m. Heavy equipment may not be operated during quiet hours. **Call 911** to report a noise problem.

Parking: Cars may not be parked in the front yard unless on a paved driveway. To keep streets clear for snowplows, City ordinance prohibits parking on all City streets from 2:00 a.m. to 6:00 a.m. from November 15th through April 15th. Vehicles parked on the street during this period may be ticketed and/or towed at the owner's expense. Parking is permitted in the winter on City terraces, but please use your driveway space if you have it. Parking in alleys is not permitted, since a clear path through the alley may be needed for emergency access. To report a vehicle in violation call the Police Department at **724-6750**.

Permits:

- Permits are needed in the City to divide parcels, clear land, and construct fences, sheds or pools. Contact the Zoning Administrator or Zoning Inspector at **724-6702**.
- Permits are needed to remodel, wire, plumb, change heating or cooling systems or to construct buildings. Contact the Inspection Services Department at **724-6715**.
- Permits are needed to change or put in new driveway openings and public sidewalk. Contact the Engineering Department at **724-6707**.

Property Maintenance: Continued maintenance of buildings (roof, paint, siding, porches, etc.) is the responsibility of the property owner. Fences and walls must also be kept in good repair. For information on the property maintenance code, call the Inspection Services Department at **724-6715**.

Rental Units: Must be licensed and have a certificate of occupancy with the City. Call the Inspection Services Department at **724-6715**.

Sidewalks: Sidewalk maintenance and repair is the responsibility of the property owner. Sidewalks should be shoveled, free of overhanging shrubs or branches and not blocked by vehicles. Of particular concern are uneven sidewalk slabs having a height difference of 3/4 inches or more. These present serious hazards to pedestrians. Sidewalks that are not maintained may be cited and the City may have repair work done with costs being charged to the property owner. Call the Engineering Department at **724-6707**.

Street Lights: The Department of Public Works alerts Consumer's Power of street light outages on a weekly basis. To report a streetlight out call the Department of Public Works at **724-4100**. You may also call Consumer's Energy directly at **1-800-477-5050** (select option 2).

Taxes and Payments:

City Income Tax – Residents (as well as non-residents who work in the City) are required to annually file (by April 30th) a City income tax return. The tax rate for residents is 1% of taxable income. For forms or information, contact the Income Tax Department at **724-6770**.

Property Taxes: Property tax bills are sent out each December 1st and are due February 14th. The amount of your taxes depends on 1) the taxable value of your property; and 2) the tax rates set by the City, County, Schools and other taxing units that provide services in your area. Questions about the taxable value of your property should be directed to the Muskegon County Equalization Department at **724-6708**. *Please Note:* County Equalization has an office in City Hall, 1st floor.

Questions about your tax bill should be directed to the City Treasurer's Office at **724-6720**. If you are looking for a list of houses up for tax sale, please call the Muskegon County Treasurer's Office at **724-6261**.

Payments: Payments for winter taxes, water and sewer charges, or other City charges may be made in person or by mail at the Treasurer's Office, City Hall, P.O. Box 536, 933 Terrace Street, Muskegon, MI 49443-0536. After hours payments can be made at the drop box located in front of the Police Station (which is in City Hall), 980 Jefferson Street or the drop box in between the doors facing the Fire Department. The City accepts MasterCard, VISA and Discover for all payments *except* taxes. Parking tickets or water/sewer payments using a debit or credit card may be made via the Internet by getting on our website at shorelinecity.com and selecting "City services" and "Muskegon e-government" then "on-line payment services." Summer tax bills are paid at the County Treasurer located on the 2nd floor at 990 Terrace Street.

Trees: Trees in the City right-of-way (generally the area between the sidewalk and curb) are planted and maintained by the City Forestry Department. Please report dangerous trees, downed limbs or dead or diseased street trees to City Forestry. Trees on public property *may not* be removed or trimmed without the consent of the City Forester. Call the Forestry Department at **724-6783**. Please note: Limbs falling off private trees onto the terrace or other public land are the responsibility of the property owner.

Voting: Please register to vote at the Clerk's Office, **724-6705**, or with the Secretary of State.

Yards: Items like building materials, car parts, tires, household items, tools, appliances, dismantled machinery, scattered trash, cardboard, or domestic waste may not be openly stored in yards. If such items are not disposed of properly or stored in a suitable manner (i.e., in a garage or shed) an Environmental Inspector will take action to initiate clean-up. Action may include the City cleaning the property at the property owner's expense and/or ticketing responsible parties. Call **724-6702** for more information.

Waste: Call the Department of Public Works at **724-4100** or **724-6908**. The Public Service Building is located at 1350 East Keating, near U.S. 31.

Garbage Pick-up: Curbside garbage pick-up is provided each week at no charge. Your garbage day depends on your location in the City. In general:

There is no garbage service on: New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Garbage service is delayed one day across the City. Friday's scheduled collection will be on Saturday of the same week.

Garbage must be contained in the green plastic toter, which must be obtained from the City. Toters have a 64-gallon capacity. Toters must stay with the property and can be replaced for \$25.00 if lost or stolen. **Any refuse not in a toter is not picked up unless it has a sticker.** If trash accumulates on a property it will result in a clean-up and billing and/or ticket to the property owner. Additional toters are available for \$12.00 per month. Toters for new homes are \$50.00.

Items that **cannot** be in the curbside trash pick-up include: appliances without appliance stickers, hazardous waste, car parts, building materials, plastic bags of grass or leaves, batteries, tires, and items over 30 lbs.

Items that **can** be in the trash (with a *hot pink* sticker): mattress, metal and wood furniture, storm door, toilet, sink, household furniture, bed springs, windows, bathtubs, cardboard boxes (if flattened and tied).

Please be careful not to put items out that may be too large to handle. For example, rolls of carpet must be cut down and rolled up in 4-foot lengths so the carriers and the equipment can handle it. Individual loose items should not weigh more than 30 pounds.

Appliances. Appliances require a separate *neon green* sticker, which cost \$25.00. Acceptable appliances include: refrigerator, stove, dishwasher, microwave oven, washer, dryer, water heater, trash compactor and dehumidifier.

Waste: continued.

Stickers: If you have more garbage than the toter can hold, you must have a *hot pink* garbage sticker on each item (couch, extra garbage bag, etc.). If loose items do not have a sticker, you will get a 24-hour violation notice, which could result in a clean-up bill. We recommend that you staple the sticker on the item if there is a chance it will blow off. The stickers may be purchased for \$2.00 each at the City Treasurer's Office in City Hall or at the Public Service Building on Keating Ave. If you buy five garbage stickers, you get one free (six for \$10.00). Remember that an appliance sticker is *neon green* and costs \$25.00. Stickers can also be purchased M-F 8:30 am – 5:00 pm by phone at **724-6720** using your credit card.

Toters: To keep neighborhoods looking neat and avoid spilling trash, please do not overload your toter or recycling bin or put them out before 7:00 p.m. the night before garbage pick-up. After toter and recycling bins are emptied, they are to be stored out of public view. If a toter or recycling bin is not taken care of, you may be ticketed or it could be taken away. Place toter curbside for collection with handle facing away from the street.

Spring Clean up: A dumpster-day for each neighborhood is announced for both spring and fall. A dumpster is placed in each neighborhood and residents can bring household items they want to dispose of. Each neighborhood supervises it's dumpster-day.

Leaves and yard waste: Yard waste is picked on your garbage day and should not be set by the curb until the night before garbage day. The yard waste service runs from April through December weather permitting. Yard waste (grass, leaves and twigs) must be in **paper bags or a rigid containers only** or the waste hauler will not pick it up. Rigid containers should be labeled "yard waste". The Department of Public Works sells paper leaf bags, as do most area stores. An Environmental Inspector will cite yard waste stored in plastic bags.

Branches and sticks need to be tied up with twine in manageable bundles no greater than four feet in length. Branches can be no more than 4 inches in diameter. Large limbs and trees coming from residential units may be disposed of by making an appointment with the City's Solid Waste Coordinator at the Department of Public Works at **724-6908**.

Please keep leaves and other yard waste out of the gutter, it's illegal, it clogs storm drainage, and makes a huge mess when plows go through! You may not rake leaves into the gutter, road or alley. There is no ordinance forcing anyone to rake his or her leaves, but it is the responsible and “neighborly” thing to do.

Christmas Trees: natural trees are picked up curbside through the second week of January.

Recycling: The City also has curbside recycling at no cost to residents. The schedule depends on where you live. Recycling bins can be purchased from the Department of Public Works for \$5.00. The program accepts clear glass, metal, plastic (#2 only), cardboard and paper (cereal boxes, office paper, magazines, etc.). Please tie or tape cardboard in bundles no more than a foot thick and in lengths no longer than a standard newspaper. Household batteries will no longer be accepted after December 2004. **Sorry, no styrofoam, plastic grocer's bags or colored glass.** Please remember that labels must be peeled and containers rinsed before being placed in recycling bins.

Special disposal needs Note: Some places do have a small disposal fee, so we recommend you call first.

For larger disposal needs you may go to Muskegon County Landfill 9366 Apple Ave. Phone: **724-6001**. Open; M-F 8:00 a.m. to 4:30 p.m. Sat. 8:00 a.m. to 1:45 p.m. Fee: Trucks-\$18.00 a load up to 800 pounds, then two ¼ cents per pound thereafter. Loads must be covered, cars-\$6.00 minimum of 260 pounds, then two ¼ cents per pound thereafter.

Automobile batteries may be disposed of at D Auto Parts, 1450 East Bard Road, Phone: **766-3094**.

Cement and brick may be disposed of locally at Verplank, 102 S. Getty (this is an unmanned dumping site).

Household Hazardous Waste - Muskegon County Department of Public Works periodically sponsors special household hazardous waste collection. For information on hazardous wastes and the next disposal time, call the county at **724-6525**.

Metals such as tin cans, aluminum, copper, brass, bronze, iron, steel, stainless steel, zinc, etc., may be disposed of at:

Shoreline Recycling, 259 Ottawa Street, Phone: **722-6081** (will also accept refrigerators with freon in them for a fee).

West Michigan Recycling Center, 40 Harvey Street, Phone: **773-7582**

Beacon Recycling, 1241 E Keating, Phone: **727-0722**

Depending on the metal, you may get cash for scrap!

Oil - Most "quick change" oil service stations will take used motor oil. You may also call the Department of Public Works Solid Waste Coordinator at **724-6908** for disposal locations.

Tires: Tom's Tire & Auto Center, 25 W. Apple Ave. will take old tires **722-6041**. (There is a charge for the tire disposal).

Misc. recycling: clear glass, paper, cardboard, tin, aluminum and no. 2 plastic may be disposed of at Community Recycling, 1970 Port City Boulevard, Phone: **773-8407**.

OTHER USEFUL CONTACTS

Utility Connections:

Water & Sewer service: Provided by the City of Muskegon. You can sign up for water service by FAXing 724-6768 (include identification) or in person at City Hall which is located in downtown Muskegon at 933 Terrace Street. You will need to have a picture ID. If a land contract is involved, you will also need proof of the registered contract.

Electric service: Provided by Consumers Energy (1-800-477-5050) www.consumersenergy.com

Gas service: Provided by DTE Energy (1-800-477-4747) www.dteenergy.com

Telephone service: Provided by Verizon (1-800-483-5600) www.verizon.com

Cable: Provided by Comcast (733-0818) www.comcast.com

Misc. Governmental

Secretary of State (driver's license, registrations, etc.):	773-8900 (Apple Ave.)
State Dept. of Natural Resources, Grand Rapids District:	(616) 356-0500
State of Michigan Operator:	(517) 373-1837
Coast Guard (search and rescue)	1-800-492-5983
Social Security	1-800-772-1213
Internal Revenue	1-800-829-3676
Muskegon Post Office	722-7292
State Senator Gerald VanWoerkom District office	722-6590
State office	1-866-305-2134
sengvanwoerkom@sentate.michigan.gov	
State Rep. Julie Dennis	755-0896
	jdennis@house.state.mi.us

Housing Programs

City of Muskegon Community & Neighborhood Services (housing rehab and other services)	724-6717
Neighborhood Investment Corporation (home ownership)	727-0809
Trinity Housing Corporation (low and moderate income)	728-5303
Muskegon Housing Commission (Provides housing for the disabled, elderly, and low-income families; under HUD guidelines)	722-2647
MO-CAPP is a county program that helps with weatherization	725-9499
U.S. Housing & Urban Development Housing Discrimination Hotline	1-800-669-9777

The State of Michigan Housing Development Authority has several programs through local banks including:

- Low cost property improvement loan for homes and rental properties
- Single family affordable mortgage program
- Mortgage credit certificate
- Down payment assistance program

Call (517) 373-8017 or 1-800-327-9158 (TTY) 1-800-382-4568 or visit www.mshda.org

Human Service

Area Agency on Aging 739-5858
 Addiction Services 1-800-252-6465
 (drug and alcohol) 888-304-9797
 Catholic Social Services 726-4735
 Child & Family Services 726-3582
www.cfsofmuskegon.org
 Children's Resource Network 728-7152
www.crn.nu
 Christian Community Center 725-7579
 Comm. Mental Health Serv. 720-3200
 Customer Service 720-3201
24-Hour Mental Health
Emergency 722-4357
 Every Woman's Place 759-7909
24-Hour Crisis Hotline 722-3333
 Goodwill Industries 722-7871
www.goodwillwestmich.org
 Legal Aid of West Michigan 726-4887
 Love, Inc. 777-3905

Mission for Area People 733-1792
 MOKA Corporation 728-3444
 (Muskegon, Oceana, Kent & Allegan)
www.moka.org
 Muskegon Co. Lions Helpline 744-8924
 Muskegon Pregnancy Services 726-2677
 Muskegon Rescue Mission 727-6090
www.muskegonmission.org
 Planned Parenthood Center 722-2928
www.plannedparenthood.org
 Problem Gambling 1-800-522-4700
 Red Cross 726-3555
www.redcross.org
 Salvation Army 773-3284
www.tsa-wmni.org
 Senior Services of Muskegon 739-5858
 Urban League of Greater Musk. 726-6019
www.nul.org
 Westshore Dispute Resolution 727-6001
 Women's Medical Service 773-7666

County of Muskegon

website address: www.co.muskegon.mi.us

Facility	Phone	Location
Airport	798-4596	99 Sinclair Drive, Muskegon, MI 49441
Animal Shelter	724-6007	1300 East Keating, Muskegon, MI 49442
Birth/Marriage/Death Certificates	724-6538	990 Terrace, 2 nd Floor, Muskegon, MI 49442
Cat Licenses	724-6720	933 Terrace, Muskegon, MI 49443
Community Mental Health	720-3200	376 Apple Ave., Muskegon, MI 49442
Cooperative Extension	724-6361	635 Ottawa Ave., Muskegon, MI 49442
County Clerk's Office	724-6221	990 Terrace, 2 nd Floor, Muskegon, MI 49442
District Court, Clerk	724-6294	990 Terrace, Muskegon, MI 49442
District Court, Traffic Violations	724-6302	990 Terrace, Muskegon, MI 49442
Dog Licenses	724-6007	1300 East Keating, Muskegon, MI 49442
MTEC Employment & Training	720-2530	1580 Park, Muskegon, MI 49441
Family Independence	733-3700	2700 Baker, Muskegon, MI 49444
Friend of the Court	724-6421	990 Terrace, Suite 300, Muskegon, MI 49442
Health Department	724-6311	209 E. Apple Ave. Muskegon, MI 49442
Household Hazardous Waste (DPW)	724-6411	990 Terrace 4 th Floor, Muskegon, MI 49442
Probate Court	724-6241	990 Terrace, 5 th Floor, Muskegon, MI 49442
Register of Deeds	724-6271	990 Terrace 2 nd Floor, Muskegon, MI 49442
Stray Cats	724-6702	933 Terrace, Muskegon, MI 49443
Small Claims Court	724-6307	990 Terrace, 1 st Floor, Muskegon, MI 49442
Treasurer	724-6261	990 Terrace 2 nd Floor, Muskegon, MI 49442
Transit (bus lines & curb to curb)	724-6420	2624 6 th Muskegon Heights, MI 49444
Veteran's Affairs	722-3499	165 E. Apple Ave. #201 Muskegon, MI 49440

Entertainment/Cultural (see also *Muskegon Events and Attractions* brochure)

Muskegon County Convention & Visitor's Bureau:		
724-3100		www.visitmuskegon.org
AVP Volleyball – 1-800-250-9283		
Broadway at the Frauenthal – 800-714-5331		
FUN, Inc.; P.O. Box 232, Muskegon, MI 49443		
Hackley Public Library	722-7276	
Lake-Express Cross Lake Ferry	866-914-1010	www.lake-express.com
Milwaukee Clipper	755-0990	www.milwaukeeclipper.com
<i>Muskegon Chronicle</i>	722-3161	www.mu.mlive.com
Muskegon Civic Theater	722-3852	
Muskegon County Air Fair —	800-652-4774	www.muskegonairfair.com
Muskegon County Museum	722-0278	www.muskegonmuseum.org
Muskegon Farmers Market	722-3251	
Muskegon Museum of Art	720-2570	www.muskegon.k12.mi.us/mma
Muskegon Summer Celebration	722-6520	www.summercelebration.com
Parties in the Park –		www.partiesinthepark.com
Port City Princess	728-8387	
Ticket Master Tickets	(616) 456-3333	
Tickets Plus	1-800-585-3737	
USS Silversides	755-1230	
Walker Arena Box Office	726-2400	
West Shore Symphony Orchestra	726-3231	www.wssso.org

Health (see also County Health, Family Independence Agency)

Michigan Online Health Directory	www.mchp.org	or	www.ihelp-westmi.info
Hello, Nurse	737-4636	(basic health information)	
Hackley Hospital	728-1670		
Mercy-General Health Partners -	739-9341		
Access Health -- affordable health coverage for small businesses and their employees--			
93 Seaway Drive.	830-9910.		

Notes:

Consumer Protection

Educational Materials: A Federal *Consumer Information Catalog* offers many low or no cost educational materials for consumers. The *Consumer Action Handbook* provides several useful consumer contacts. Both documents can be ordered by calling toll-free **1-888-878-3256** or via the Internet at www.pueblo.gsa.gov.

Automobiles: The State Bureau of Automotive Regulation, Michigan Department of State, Lansing, MI 48918. Toll-free: 1-800-292-4204.

Contractors: Contractors must be licensed by the State of Michigan. The State Commercial Enforcement Division handles complaints. For information on the process call (517) 241-9202.

Finance: State Banking Authority, Financial Institutions Bureau, Office of the Commissioner, 333 S. Capitol Avenue, Suite A, P.O. Box 30224, Lansing, MI 48909. (517) 373-3460. www.cis.state.mi.us/fib

Insurance: Michigan Insurance Bureau, 611 West Ottawa St. 2nd Floor North, P.O. Box 30220, Lansing, MI 48933. Toll-free; 1-877-999-6442. www.cis.state.mi.us/ins

Realtors: Realtors must be licensed by the State of Michigan. The State Commercial Enforcement Division handles complaints regarding Realtors. For information on the process call (517)241-9202.

Securities: Corporate, Securities & Land Development Bureau. P.O. Box 30222, 6546 Mercantile Way, Lansing, MI 48909 (517) 241-6370. www.cis.state.mi.ss/corp/

Seniors: Legal Hotline for Older Michiganians 1-800-347-5297. The state also has a booklet called "*Services for Seniors; Laws and Programs for Senior Adults*" which is available from the City Planning Department, or call your state representative.

Tenant rights: The State of Michigan wrote a handy booklet called "*A Practical Guide for Tenants and Landlords*" some copies are available from the City Planning Department or call your state representative for a copy.

Utilities: Public Service Commission, 6545 Mercantile Way, Suite 7, P.O. Box 30221. Lansing, MI 48909. Toll-free: 1-800-292-9555. www.cis.state.mi.us/mpsc

Weights and Measures: Department of Agriculture, Food and Dairy Division, Ottawa Bldg., 4th Floor, P.O. Box 30017, Lansing, MI 48909. (517) 373-3333. www.mds.state.mi.us

The State Attorney General's Office, Consumer Protection Division, has a summary of where to complain. P.O. Box 30212, Lansing, 48909. Toll free: 877-765-8388. www.ag.state.mi.us

General Educational Materials

Michigan State University, Cooperative Extension Service has a catalog of useful educational brochures on such topics as child development, family financial planning, gardening and youth career development and much, much more. Order a catalog by calling **724-6361**.

Muskegon County Public Health provides many informational brochures on health issues addressing such things as keeping bugs out of your home, lead poisoning prevention, rats, and information on rabies. Call the County Health Department for more information at **724-6311**.

Muskegon County Conservation District: Is a good resource for information on natural resource issues including the use of natural vegetation in landscaping, control of soil erosion and protecting water quality. For more information call **773-0008**.

Your own City of Muskegon has several useful brochures from various City departments including:

- *A Safe Neighborhood is Everyone's Concern* (Police)
- *Abandoned Motor Vehicles* (Police)
- *Are you Ready for a Fire?* (Fire)
- *Automatic Payment Plans for Water & Sewer Bills* (Treasurer)
- *Because Kids Don't Come With Instructions!* (Police)
- *Burn Prevention Tips* (Fire)
- *Business Registration Procedure* (Clerk)
- *Citizen Summary Financial Report, Fiscal Year* (Finance)
- *Community Crime Prevention--There's a Lot You Can Do* (Police)
- *Curbside Recycling Schedule* (Dept. of Public Works)
- *Decks in Residential Zones* (Planning)
- *Disaster Preparedness for Seniors* (Fire)
- *Falls Prevention* (Fire)
- *Fences in Residential Zones* (Planning)
- *Fire Extinguishers* (Fire)
- *Fire Safety Tips* (Fire)
- *Historic District Building Improvements* (Planning)
- *How Can I Help to get a Neighborhood Watch Started?* (Police)
- *How Can we Help You?* (Clerk)
- *How Your Sidewalk was Chosen for Replacement* (Engineering)
- *How Senior Citizens Can Prevent Crime* (Police)
- *Human Service Resources* (Planning)
- *Important Information Regarding the New Property Tax Laws* (County Treasurer)
- *Keeping Animals in the City* (Planning)
- *Millage Rate Report* (Treasurer)
- *Muskegon Events and Attractions* (Planning)
- *Parking in Residential Zones* (Planning)
- *Pools in Residential Zones* (Planning)
- *Protect Your Kids with Safety Seats* (Police)
- *Preventing Home Fires* (Fire)
- *Purchase of City-owned Residential Property* (Planning)
- *Recreation Programs & Facilities* (Leisure Services)
- *Register to Vote and Voting* (Clerk)
- *Safe Families, Ready for Anything* (Fire)
- *Services for Seniors; Laws and Programs for Senior Adults* (Planning)
- *Sheds & Garages in Residential Zones* (Planning)
- *Take Steps for Personal Safety* (Police)
- *Tenants and Landlords, a Practical Guide* (Planning)
- *This is Your City for Business*

- *Victim-Witness Services* (Police)
- *Watch out for Rape Drugs* (Police)
- *What are the Specs for Sidewalk Replacement?* (Engineering)
- *Where are My Property Lines?* (Planning)

Services Index

Phone numbers found on page 2

Abandoned automobiles -- Police Department
Absentee ballots -- City Clerk
Accounts payable -- Finance
Accounts receivable -- Treasurer
Affirmative Action -- hiring issues for the City of Muskegon
 Affirmative Action (Housed in City Mgr's. Office)
Alleys, plowing/grading/dust control -- Department of Public Works
Animals
 Abuse --County Animal Control
 Dead in street -- Public Works
 Dog feces (excessive) -- Inspection Services
 Noise -- Police
Arena (Walker)-- Leisure Services
Bankruptcy claims filed for the city -- Treasurer
Ball Diamonds -- Leisure Services
Bicycle registrations -- [Police Department](#)
Bid openings -- City Clerk
Birth Certificate -- County Clerk
Bonds (e.g., surety, sidewalk) -- City Clerk
Brush, limbs disposal—(from private property)-- Department of Public Works
Budget -- Finance
Budget administration -- Manager's Office
Building permits-- Inspection Services
Burning regulations -- Fire Department
Business registration -- City Clerk
Cat licensing -- Treasurer
Cemetery maintenance -- Cemetery
Census -- Community & Economic Dev.
Child support -- County Friend of the Court
Citizen insurance claims -- Finance
City bond issue information -- Finance
City calendar -- City Clerk
City Commission contacts -- Manager's Office

City Commission meeting schedules & agendas -- City Clerk
City employee training and development -- City Mgr./Civil Service
City Ordinances -- City Clerk
City Policy -- City Clerk
City/state/federal relations -- Manager's Office
Civil Service rules and regulations -- Civil Service
Community based organization grants -- Community & Neighborhood Services
Community Police Program -- Police Department
Contract compliance/wage rates for contracts -- Affirmative Action
Damage claim (City Related) -- Finance
D.A.R.E. program -- Police Department
Dead animals in the Street -- Department of Public Works
Deeds -- County Register of Deeds
Debris/glass in street -- Department of Public Works
Development plan review -- Community & Economic Dev.
Divorce decree -- County Clerk
Dog tags (December 1st through March 1st)-- City Treasurer or Muskegon County Animal Control
Dog tags (year round) -- Muskegon County Animal Control
Downtown development -- Community & Economic Dev.
Driveway changes (new drives)-- Engineering
Driveway permits -- Engineering
Dump facility -- Muskegon County Solid Waste
Economic and industrial development -- Community & Economic Dev.
Elderly/Disabled public housing -- Housing Commission
Elections -- City Clerk
Electrical permits -- Inspections
Employer income tax withholding registration -- Income Tax
Employment services -- Civil Service
Encroachments (in the City Right-of-way)-- Engineering
Environmental (grass and trash) -- Community & Economic Dev.
Family public housing -- Housing Commission

Farmers Market -- Leisure Services
Fence regulations -- Community & Economic Devel.
Firearms registration -- Police
Flooding
 Basement -- DPW, 724-4100 after hours, 737-2680
 Street -- DPW, 724-4100 after hours, 737-2680
Forestry -- Leisure Services
Garbage collection -- Department of Public Works
Garbage collection, missed pick-ups -- Sunset Waste (800-837-7311)
Garbage on the property -- Community & Economic Dev.
General city administration -- Manager's Office
Graffiti -- Community Police
Grass (tall grass and weeds on property) -- Comm. & Economic Dev.
Gun permits -- Police
Hartshorn Marina/launch ramp facilities -- Leisure Services
Hazardous material leaks & spills -- Fire Department
Historic districts -- Community & Economic Dev.
Historic city records -- City Clerk
Homeownership Opportunity Program -- Housing Commission
House moves -- Inspection Services
Housing & building inspections -- Inspection Services
Housing rehabilitation (single family & rental) -- Community & Neighborhood Services
Income tax forms, info and payments -- Income Tax
Industrial facilities certificates -- City Clerk
Infrastructure building (streets, water, sewer) construction -- Engineering
Infrastructure maintenance (streets, water, sewer) -- Department of Public Works
Junk cars -- Police
Labor relations, city policy -- Manager's Office
Land use policy -- Community & Economic Devel.
Launch ramp stickers -- Leisure Services
Leaf collection -- Department of Public Works
Legal descriptions of property -- Assessor
Limbs on city property -- Forestry

Licensing (e.g., business, liquor, taxi cab) -- City Clerk
Lot sizes & dimensions of lots -- Assessor
Low income rental assistance, Section 8 -- Housing Commission
Low water pressure -- Department of Public Works
Maps and aerial photos, city -- Community & Economic Dev.
Maps, county, Chamber of Commerce
Marinas -- Leisure Services
Master Plan -- Community & Economic Devel.
Mechanical permits -- Inspections
Moving traffic violations - Muskegon County Traffic Violations
Neighborhood land use planning -- Community & Economic Dev.
Notary public -- City Clerk
Ownership information (property)-- Assessor
Parking tickets, collection -- Treasurer
Parking tickets, complaints -- Police Department
Parking ramp -- Leisure Services
Parks maintenance -- Leisure Services
Passports -- City Clerk
Payment assistance for sidewalk and street assessments -- Community & Neighborhood Services
Permits (building: remodeling & new) -- Inspection Services
Permits (dances, transient vendors) -- City Clerk
Permits (fence, shed, pool) -- Community & Economic Dev.
Petitions (e.g., nominating, initiative & referendum) -- City Clerk
Picnic shelters/community buildings rental -- Leisure Services
Plumbing permits -- Inspection Services
Pothole and shoulder repair -- Department of Public Works
Property sales and acquisition (City land) -- Community & Economic Dev.
Property values -- Assessor (County Equalization)
Recreation programs -- Leisure Services
Recycling information -- Department of Public Works
Rehab grants (emergency, vinyl, outside paint for homeowners) -
 - Community & Neigh. Services
Rental unit registration -- Inspection Services
Senior transit information -- Department of Public Works
Sewer back-up -- Department of Public Works
Sidewalk permits -- Engineering

Sidewalk plowing (major routes only) -- Leisure Services
Sidewalk replacement permits (public)-- Engineering
Snowplowing and salting -- Department of Public Works
Soil erosion or excavating permits -- Engineering
Special assessments (development)-- Engineering
Special assessments (payments) -- Treasurer
Special events (on City property) -- Leisure Services
Special use permits -- Community & Economic Dev.
Sports leagues -- Leisure Services
Storm drain repair & cleaning -- Department of Public Works
Street lights out -- Consumer's Energy
Street signs -- Department of Public Works
Street sweeping -- Department of Public Works
Streets grading/dust control -- Department of Public Works
Stump removal (public property) -- Forestry
Summer concert series -- Leisure Services
Tax abatements for industries -- Community & Economic Dev.
Taxes (real/personal/specific) -- Treasurer
Taxes (delinquent real) -- Muskegon County Treasurer
Traffic complaints and accident reports -- Police Department
Traffic control devices/barricades -- Department of Public Works
Traffic counts -- West Michigan Shoreline Regional Development Comm.
Traffic lights/signals -- Department of Public Works
Transportation Service (seniors only) -- Department of Public Works
Trash in yards -- Community & Economic Development
Trash on porches -- Inspection Services
Tree removal/trimming (on public lands)-- Forestry
Turn-off (water) for repairs -- Department of Public Works
Utility information (water and sewer lines) -- Engineering
Utility payment agreements -- Treasurer
Vacating streets & alleys -- Community & Economic Dev.
Vinyl siding program -- Community & Neighborhood Services
Voter poll training of workers -- City Clerk
Voter registration -- City Clerk
Walker Arena -- Leisure Services

Water & sewer bill non-payment shut-offs & turn-ons -- Water & Sewer Billing
Water & sewer connection permits -- Water & Sewer Billing
Water & sewer service initiation & discontinuation -- Water & Sewer Billing
Water main break -- Department of Public Works
Water meter installation/problems -- Department of Public Works
Water quality -- Water Filtration
Water treatment -- Water Filtration
Water/sewer bills -- Treasurer
Water/sewer main & service locations -- Department of Public Works
Water/sewer service installation -- Department of Public Works
Weapons (permits) -- Police Department
Work within right-of-way, incl. sidewalk & drive approaches Engineering
Yard Waste Collection (leaves, brush) -- Department of Public Works
Youth recreation programs -- Leisure Services
Zoning ordinance and amendments -- Community & Economic Dev.

Word/planning/common/educational/thisisyourcityofmusekgon04.doc